RECEIVED OCTOBEN 1,2009 Boxm OCT 2 1 2008 **OFFICE OF PETITIONS** 6778813 an trying to provide as overthing my power to see that the money could arrive on time (August 17,2008 appreciate the opportunity you are try and make Sincerky Hrizona, 85207 Kirk July

September 18,2008 To whom this may concern, 1 Kirk Lilly am writting this letter in regards to the maintenence fee. I was laid off back in May of 2008 and was struggling coming up with the money, when I came up with the money I was able to send it off on the 14th of August, my deadline was the 17th Of August. I Fed Exed the check on the 14th and somehow did not make it in time. I was told if I had used US Past office there would have been something you could have done about H. I take full vesposibility for the Checks not arriving on time, but lask If there is anything that could be done with my Situation I would greatly

appreciate it. If possible could there be another that date that the check could be sent. If not It will most likely take the full two years to come up with the fines and penalties. I am in my 50's and only make 1000/hour and struggle through life, I ask you to find it in your neart to have mercy, and give me another Chance to get the money Sent. Sincierla, Wallace Lilly



RECEIVED

OCT 2 1 2008

OFFICE OF PETITIONS

September 25, 2008

Mr. Kirk Lilly 9940 E. Hammond Lane Mesa, AZ 85207-7141

Dear Mr. Lilly:

This letter is provided to document the difficulties you experienced with delivery of your Express Mail sent on 8/15/08. It is my understanding the Express Letter was delayed. As a result, you may receive late fees and interest charges from your correspondents. I regret you did not receive the service you deserve and expect.

Perhaps by providing a copy of this letter to your creditors, this information may be used in judging the appropriateness of any penalties you may be assessed. Past experience has shown many companies willingly review their customer's file and often waive any penalty or late fees when it is apparent delayed or missed payment is not the fault of their customer.

Please accept my apology for the inconvenience this has caused.

Sincerely.

Marie Almada

**Consumer Affairs and Claims** 

Maua almada

Ref: CA39867586

P. O. Box 21628 PHOENIX AZ 85036-1628 PHONE (602)223-3223 FAX: (602)223-3202